

JUVENILE JUSTICE COMMISSION ASSISTANT

DEFINITION:

Under general direction, to perform a variety of work in support of the Juvenile Justice Commission and professional staff, and to perform related work as required.

DISTINGUISHING CHARACTERISTICS:

Juvenile Justice Commission Assistant is a paraprofessional class responsible for assisting the commission and professional staff with the receipt and investigation of complaints from the public regarding the operation of various county agencies and the Juvenile Court. This position performs initial screening and public information/coordination duties related to sensitive and confidential issues, and provides authoritative and detailed explanations to the public on a wide variety of regulations, policies and procedures.

EXAMPLES OF DUTIES:

Assists public by providing authoritative and detailed explanations on matters falling within the jurisdiction of the Juvenile Justice Commission; receives, documents and logs complaints; provides public with verbal and written information on Juvenile Justice Commission complaint procedures and meeting dates; prepares in-takes, summaries and case history files for commission staff; reads mail and determines actions to be taken; coordinates the exchange of information between the commission, public, county and court; compiles complete case files for hearings, statements, reports and letters; attends commission meetings and investigative hearings; records and transcribes minutes or hearings; ensures original documents are returned to agencies and courts following investigations; compiles and summarizes information and statistics on commission work; and assists professional staff with the administration of commission work.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of:

- County and court administrative procedures, functions and organization.
- Methods and techniques in the collection and preliminary analysis of data.
- Record keeping, reporting and administrative procedures related to commission and/or county operations.
- English grammar and business correspondence formats.

Skills and Ability to:

- Receive, screen and prioritize sensitive public complaints.
- Listen and communicate effectively with diplomacy, tact, judgment, discretion and empathy.
- Record and transcribe commission meetings and investigative hearings.
- Compose routine correspondence and maintain confidential files.
- Proofread and review correspondence and reports for accuracy, correctness and completeness.
- Compile and summarize statistical and other data.
- Maintain confidentiality of sensitive information.
- Schedule appointments, meetings and hearings for several commission members.
- Utilize modern office equipment, including word processing systems.

EDUCATION/EXPERIENCE:

Education, training and/or experience which clearly demonstrate possession of the knowledge and skills stated above. Examples of such education and experience combinations are: 1) possession of an Associate of Arts degree from an accredited college in business or a related field, AND, three (3) years of increasingly responsible experience recording and transcribing minutes for governmental boards, panels, commissions, OR, four (4) years experience performing a wide range of personal and secretarial duties as an Administrative Secretary III or its equivalent in the County of San Diego.

SPECIAL NOTES, LICENSES OR REQUIREMENTS:

Certificate:

An ORIGINAL (no photocopies) typing certificate for at least 60 WPM with a maximum of 5 errors. The typing test must be for at least 5 minutes with 2 gross words penalty for each error (in accordance with International Typing, Contest Rules), and the certificate must state the gross words per minute attained and the number of errors.

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve months. (Civil Service Rule 4.2.5).